

Louisville Metro Police Department

Standard Operating Procedures	SOP Number: 8.32
	Effective Date: 12/11/04
	Prv. Rev. Date: 09/19/22
	Revised Date: 04/21/25
Chapter: Field Operations	Accreditation Standards: KACP: 26.4, 30.5, 30.7
Subject: Missing Persons	

8.32 MISSING PERSONS

8.32.1 POLICY

It is policy of the Louisville Metro Police Department (LMPD) to comply with federal and state laws regarding missing persons, regardless of whether they are over or under twenty-one (21) years of age (refer to 34 U.S.C.A. § 41307; KRS 39F.180). As such, missing person reports for all persons will be entered into the National Crime Information Center (NCIC) within two (2) hours.

Organizationally, the Missing Persons Squad is part of the Homicide Unit. The Missing Persons Squad is responsible for the investigation of missing persons and unidentified persons reports, which includes, but is not limited to, searches, follow-ups, and contacting the reporting person/agency.

8.32.2 REPORT REQUIREMENTS

The LMPD Service Center will take missing person reports when the reporting party is a Child Protective Services (CPS) worker, youth center worker or a professional at a listed youth care facility, the child is in the care/custody of the state, or out-of-area missing person reports (refer to SOP 8.32.6), except in cases where any suspicious or extraordinary circumstances exist.

The following list of youth care facilities are approved for LMPD Service Center reporting:

- Boys & Girls Haven Alternative School, 2301 Goldsmith Lane
- Maryhurst Alternative School, 1015 Dorsey Lane
- Maryhurst Treasure Home, 5227 Bardstown Road
- Home of the Innocents, 1100 East Market Street
- Uspiritus-Brooklawn Child and Family Services, 3121 Brooklawn Campus Drive
- Rosehaven-Maryhurst, 2252 Payne Street
- YMCA Safe Place Services, 2400 Crittenden Drive
- Cabinet for Health and Family Services (CHFS), 908 West Broadway
- Jefferson Regional Juvenile Detention Center (JRJDC), 8711 LaGrange Road

A Police Report Technician (PRT) will be dispatched to handle adult missing person reports when there are no suspicious or extraordinary circumstances present. An officer will be dispatched to take a report anytime that the above guidelines do not permit the LMPD Service Center or a PRT to take the missing person report. This includes situations when the report was initially sent to the LMPD Service Center or to a PRT but new information suggests that suspicious or extraordinary circumstances exist. In this case, the LMPD Service Center or the PRT will immediately contact the appropriate on-duty division commanding officer and Missing Persons Squad to handle the report.

Members will immediately take a missing person report, regardless of how long the person has been considered missing. The reporting party may be anyone with sufficient information about the missing person (i.e., it is not necessary for the reporting party to be a family member or next-of-kin). However, there must be sufficient minimum information to complete the mandatory fields on the eMissing Person Report or the Kentucky Missing Persons Report (KSP 261). Mandatory fields include the following missing person information:

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8.32.2 REPORT REQUIREMENTS (CONTINUED)

- First and last name
- Race and gender
- Height and weight
- Hair and eye color
- Date of birth (DOB)
- Date of last contact

The member who is taking the report may obtain an estimate of some of the descriptive information if the mandatory field information is not available. If the mandatory minimum information is not available and there are no extraordinary circumstances, the member who is taking the report may request that MetroSafe issue a "Be-on-the-Lookout" (BOLO) broadcast and will advise the complainant to call back as soon as the missing individual has been located or when mandatory minimum information becomes available.

The member who is taking the report should obtain, if possible, any phone numbers associated with the missing person and note such information on the eMissing Person Report, or the Kentucky Missing Persons Report, in the section labeled "Other Comments." The member who is taking the report should also attempt to obtain a photograph of the missing person by submitting a community request to the reporting party through the Axon Capture application from a departmentally-issued smartphone or by uploading the photograph to Evidence.com under the same report number as the missing person report.

Members must contact the NCIC Unit, by phone, at (502) 572-3480, immediately after the notification of a missing person to obtain the name and code number of the NCIC Unit operator to whom they spoke and will enter this information in the narrative section of the eMissing Person Report.

If special circumstances exist, wherein a child is to be delivered to a guardian or location other than the one listed by the complainant on the report (e.g., habitual runaway, court orders), the member should note such information on the eMissing Person Report, or the Kentucky Missing Persons Report, in the section labeled "Other Comments."

After completing the eMissing Person Report with as much available information as possible, the member will either print the eMissing Person Report to the NCIC Unit printer or email the report to contactncic@louisvilleky.gov and confirm, by phone, at (502) 572-3480 that the NCIC Unit has received this report. The member will transmit the report electronically from their Mobile Data Terminal (MDT) into the Kentucky Open Portal Solution (KYOPS) immediately upon completion, so that it can be uploaded into the Records Management System (RMS).

If the member is unable to complete the missing person report electronically, the member will complete a Kentucky Missing Persons Report. After completing the report with as much available information as possible, the member will have the person who is making the report sign the report and enter the date and time that the report was completed. Once the signature, date, and time are entered, the member will immediately call the NCIC Unit, by phone, at (502) 572-3480 to obtain the name and code number of the NCIC Unit operator to whom they spoke and will enter this information in the narrative section of the report, and email the report to the NCIC Unit at contactncic@louisvilleky.gov or fax the report to the NCIC Unit at (502) 572-3596. The member will

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8.32.2 REPORT REQUIREMENTS (CONTINUED)

then contact the NCIC Unit to confirm that the report was received. They will forward the original report, along with any associated documents (e.g., photos, dental and/or medical records, etc.), via interdepartmental mail, to the Data Resolution Unit (DRU). The officer may make a photocopy of the report for their records.

The member will scan and email copies of any available associated documents, including, but not limited to, photos and dental and/or medical records, to the NCIC Unit at contactncic@louisvilleky.gov.

The NCIC Unit is responsible for missing person data entry in accordance with applicable state and federal standards (KACP 26.4). The member may also contact MetroSafe and provide information for a BOLO on the missing person. The NCIC Unit is responsible for forwarding missing person reports to the Data Integrity Unit (DIU). The DIU is responsible for entering missing person reports in the RMS, in accordance with applicable state and federal standards. The DIU is also responsible for maintaining the hardcopies of missing person reports pursuant to applicable records retention schedules.

8.32.3 MISSING PERSONS INVOLVING EXTRAORDINARY CIRCUMSTANCES

In addition to the above reporting requirements, members will notify their commanding officer and a Missing Persons Squad detective for situations that involve extraordinary circumstances. The Missing Persons Squad detective will discuss the incident with the on-scene officer or commander to determine the best course of action. Possible responses may include, but are not limited to, responding to the scene to coordinate search efforts, activating an alert system (i.e., Operation Return Home, Golden Alert, Green Alert, America's Missing: Broadcast Emergency Response (AMBER) Alert, Ashanti Alert, Ian Alert), requesting an exigent cell phone ping, creating and distributing an Attempt to Locate (ATL) flyer (LMPD #06-0047), and contacting the Louisville Metro Urban Search and Rescue (LMUSAR) Coordinator. The following situations constitute extraordinary circumstances:

- A missing person, of any age, who has a verified mental or cognitive impairment (e.g., Alzheimer's) and/or a developmental disability (e.g., autism, traumatic brain injury (TBI), or physical disability). Verbal confirmation of the mental or cognitive impairment and/or a developmental disability by the complainant will be considered verification of the condition. These situations may qualify as a Golden Alert. The Missing Persons Squad detective will report the information as a Golden Alert to the Louisville Metro Emergency Management Agency (LMEMA) Director and the Kentucky Division of Emergency Management, via MetroSafe, and to local media outlets, via the Media and Public Relations Office (refer to Kentucky Revised Statute (KRS) 39F.180) (KACP 30.5).
- An at-risk individual who is a veteran or active-duty member of the armed forces, National Guard, or a military reserve component of the United States and who is known to have a physical or mental health condition, including post-traumatic stress disorder (PTSD), that is related to their service. These situations may qualify as a Green Alert. The notification procedures will be the same as a Golden Alert.
- A missing child, ten (10) years of age or younger.
- Where there is evidence that a missing child may have been abducted or may be the victim of a crime and the AMBER Alert System needs to be implemented. Requirements for an AMBER Alert are that the child is in danger of serious bodily harm or death. The AMBER Alert System is only for serious child abduction cases and is only activated by members through the Missing Persons Squad (refer to SOP 12.5) (KACP 30.7).

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8.32.3 MISSING PERSONS INVOLVING EXTRAORDINARY CIRCUMSTANCES (CONTINUED)

- A missing child, regardless of age, who has special needs or may require medical attention. These situations may qualify as an Ian Alert. The notification procedure will be the same as a Golden Alert and is only activated by members through the Missing Persons Squad.
- Where there is evidence that a missing adult may have been abducted or may be the victim of a crime, an Ashanti Alert may be requested. The notification procedure will be the same as an AMBER Alert and is only activated by members through the Missing Persons Squad.
- Any other missing or lost person, regardless of age, that the member has reason to believe is in distress. Examples of distress include:
 - The person has special needs, limiting their ability to care for themselves.
 - The person is in need of, or may require, medical attention.
 - The person is considered endangered.

The commanding officer will respond to the scene and coordinate an immediate search with available resources.

If any search conducted by LMPD personnel, in the above situations, has lasted more than two (2) hours without locating the missing person, the commanding officer in charge should advise MetroSafe to notify the LMUSAR Coordinator and the LMEMA Director. If the search is for a child, the Kentucky State Police (KSP) will also be notified in compliance with KRS 39F.180. Nothing in KRS 39F.180 prevents the notifications from being made sooner.

The LMEMA Director will determine the need for the LMEMA's Volunteer Search and Rescue Team to assist in the search. The Volunteer Search and Rescue Team will not be responsible for structural searches or searches for fugitives or parolees.

8.32.4 OPERATION RETURN HOME

If a member believes a child or adult is missing or may be endangered due to any of the previously-listed circumstances, but the criteria for an AMBER Alert (child only), Golden Alert, or Green Alert have not been met, the member should consider implementing Operation Return Home. The activation of an Operation Return Home alert may only be implemented by a member of the Missing Persons Squad. When activated, Operation Return Home may utilize one (1), or more, of the following alert phases:

- Mass email notification, using the Endangered Missing Person flyer (LMPD #07-0039), to local agencies and organizations, including, but not limited to:
 - Local news media.
 - Other area law enforcement agencies.
 - Jefferson County Public Schools (JCPS).
 - Local homeless shelters.
 - YMCA (including Safe Place Services).
 - Exploited Children's Help Organization (ECHO).
 - Alzheimer's Association.

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8.32.4 OPERATION RETURN HOME (CONTINUED)

- The NCIC Unit sending an Administrative Message (AM) to any law enforcement agency with an Originating Agency Identifier (ORI).
- A Community Advisory Notification System capable of calling residents in a selected geographical area determined by the Missing Persons Squad Commander.
- Notification of national agencies and organizations including, but not limited to:
 - National Center for Missing and Exploited Children.
 - Polly Klaas Foundation.

To request an Operation Return Home activation, a member should contact their commanding officer. If appropriate, the commanding officer should contact an on-duty, or on-call, Missing Persons Squad detective.

The Missing Persons Squad Commander will review and approve Operation Return Home requests. If the decision is made to activate any, or all, of the phases of an Operation Return Home, the Missing Persons Squad detective should make the necessary notifications and implement the appropriate alert phase(s).

8.32.5 VICTIM WITH LIFE-THREATENING INJURIES OR BEING HELD FOR RANSOM

Members should notify their commanding officer, and a Homicide Unit detective, in the following situations:

- A person has been kidnapped for ransom.
- There is sufficient evidence at the scene to indicate that a victim may have sustained potentially life-threatening injuries and the victim cannot be found.

8.32.6 OUT-OF-AREA MISSING PERSON REPORTS

If a person from outside of Louisville Metro calls to report a Louisville Metro citizen missing and no extraordinary circumstances exist, MetroSafe will contact the LMPD Service Center to complete the report. If MetroSafe or the LMPD Service Center believes that the person is missing under extraordinary circumstances, the member should forward the call to the appropriate on-duty division commanding officer and Missing Persons Squad. The normal operating hours of the Missing Persons Squad are from 0800 to 1600 hours, Monday through Friday. If the call is received outside of the normal operating hours of the Missing Persons Squad, the commanding officer should contact the on-call Missing Persons Squad detective through MetroSafe.

8.32.7 PERSON LOCATED/CANCELLING REPORTS (KACP 26.4)

Cancellation of Adult Missing Person Reports

If a member locates an adult who has been reported missing or the adult has returned home, the member will immediately call the NCIC Unit, by phone, at (502) 572-3480 to cancel the missing person report. The member will only need to provide the necessary details to the NCIC Unit by phone. The NCIC Unit operator will remove the missing person report from the NCIC. The member will complete the investigative supplement (including the

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8.32.7 PERSON LOCATED/CANCELLING REPORTS (CONTINUED)

name and code number of the NCIC Unit operator, location, date, time, and other recovery circumstances relevant to assist in any future investigations) to clear the missing person report from the RMS.

Cancellation of Child Missing Person Reports

Members will only cancel a missing person report on a child after visually confirming that the missing child has been located. Once the missing child has been located, the member will immediately call the NCIC Unit, by phone, at (502) 572-3480 to cancel the missing person report. The member will only need to provide the necessary details to the NCIC Unit by phone. The NCIC Unit operator will remove the missing person report from the NCIC. The member will complete the investigative supplement (including the name and code number of the NCIC Unit operator, location, date, time, and other recovery circumstances relevant to assist in any future investigations) to clear the missing person report from the RMS.

When a member locates a missing child, they should make contact with the parent or guardian and attempt to return the child. If the child is missing from another Kentucky jurisdiction, the member should request the NCIC Unit to contact the law enforcement agency from which the child is missing in order to obtain the contact information of the child's parent or guardian. If the custodial parent or guardian refuses to accept the child or the parent or guardian is unable to accept the child in a timely manner (e.g., out of jurisdiction), the member will follow outlined procedures regarding emergency custody orders (ECOs) (refer to SOP 8.22).

When a member locates a child who has been reported as an out-of-state missing person through the NCIC, the child should be detained (KRS 615.010). Upon obtaining a paper confirmation from the NCIC Unit, the child should be transported to the JRJDC, located at 8711 LaGrange Road. The NCIC confirmation and a citation, citing the child with Runaway (Uniform Crime Report (UCR) 02800/KRS 630.020(1)), will be provided to JRJDC personnel at the time when the child is taken to the JRJDC. A member will attempt to notify the child's parent or guardian, who will then have 24 hours to retrieve the child. If the parent or guardian is unable or unwilling to do so, or if the member believes the child to be a victim of abuse or neglect, the Court Designated Worker (CDW) will be contacted to begin the Interstate Compact for Juveniles (ICJ). The ICJ is the agreement pertaining to the legally authorized transfer of supervision and care, as well as the return of juveniles from one state to another. Once a judge authorizes the hold, the CDW will provide the member and JRJDC with a copy of the authorized hold.

Members who are assigned to the Missing Persons Squad may cancel reports, without visual verification, after official confirmation.

Members should request that MetroSafe check the warrant/missing status of any child who is taken into custody.